Mobile Retail Solution / SmartChk Kiosk

Blancco Mobile Diagnostics enables mobile network operators/carriers, device manufacturers, retailers, customer service centers, insurers and resellers to quickly and accurately find the source of device issues and resolve them. Whether you need a kiosk solution, web-based solution or on-device application, we can provide the right mobile diagnostics package to accommodate your needs. By identifying the cause of mobile device issues, your customers can optimize device performance, reduce the likelihood of NTF returns and recoup the costs associated with customer service complaints and repairs.

With our advanced business intelligence dashboard, your organization can use real-time data and analytics to improve the overall customer care process, minimize costs and increase customer satisfaction.

- **Product name:** Mobile Retail Solution
- **Old product name:** SmartChk Kiosk
- **Current version:** N/A
- **Official Blancco web site link:** https://www.blancco.com/products/mobile-diagnostics/
- **User manuals:** N/A
- **Related Tools:** N/A

Knowledge Base articles:

- How to connect your device to the Smartchk Kiosk

- How to enable developer option in an android phone

- How to trust Smartchk app on an iphone

- I am unable to start the SmartChk tablet

- I cannot login into the SmartChk tablet. It keeps asking me for a password

- I connected an LG device to the SmartChk tablet but the tablet is unable to proceed.

- I see a weird menu bar/panel on the left hand side after starting the SmartChk tablet

- Smartchk tablet is not registered to the correct location

- SmartChk tablet not connecting to internet OR Tablet kept dropping internet (intermittent connection) OR Tablet shows message "Currently we are facing internet issue"

- The keyboard on the tablet is typing letters twice

- The SmartChk tablet boots into primary colors (Red, Green, Blue, Yellow, etc.) and keeps flashing these colors on the screen

- The SmartChk tablet boots to an error saying "Errors were found while checking the disk drive for /. Press F to attempt to fix the errors, I to ignore, S to skip mounting, or M for manual recovery"

- The SmartChk tablet boots to an error titled Dell Security Manager

- The SmartChk tablet is stuck at an Ubuntu loading screen with 5 white dots under it